



GREENFIELD COMMUNITY ENERGY & TECHNOLOGY
324 Main Street 2nd Floor • Greenfield, MA 01301
Phone (413) 775-6400 • info@GCET.net • www.GCET.net

Customer Service Representative

Greenfield Community Energy & Technology (GCET) is a city owned Municipal Light Plant. We provide critical telecommunications services to residents and businesses fostering community and economic development growth in the City of Greenfield, Massachusetts.

Position Summary

The Customer Service Representative (CSR) reports directly to the Operations Manager. The successful candidate for this position must have a willingness to learn and stay current with telecommunications technology and a desire to grow their skills and knowledge. Must enjoy working with the public. As the voice and face of GCET, the candidate for the position must have the ability to work independently and conduct business on behalf of the company in a professional manner.

Responsibilities

- Manages incoming calls, interacts face to face or via email for three different components of operations: Sales, Billing, Technical/Service
- Uses CRM to track all requests from prospects & customers
- Functions as Inside Salesperson
- Answers technical and billing questions about products, features, contracts & terms
- Assists with Customer Premises Equipment (CPE) setup and account activation
- Assists with onboarding of new customers
- Identifies customer issues, clarifies information, researches issues and provides solutions
- Logs all incidents and end-user information in ticketing system
- Coordinates scheduling of OSP team dispatches and customers.
- Uses ticketing system to track all requests from prospects & customers
- Front line of support for all CPE, software and billing issues
- Documents incidents and resolutions, escalates incidents when necessary
- Processes payment information and other pertinent information such as addresses and phone numbers
- Maintains financial accounts by processing customer adjustments

Other Responsibilities

- Stays up to date with relevant technology: IoT, Broadband, Wireless, VoIP and Streaming Services
- Works successfully in a team structure and maintains a collaborative culture
- Recommends potential products or services to management by collecting customer information and analyzing customer needs
- Prepares product or service reports by collecting and analyzing customer information
- After hours rotational call service responsibilities
- Other duties and responsibilities as assigned



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Qualifications

- Willingness and ability to learn
- Strong written and verbal communication skills
- Strong problem solving skills
- Strong phone skills
- Strong documentation skills
- Strong attention to detail
- High school diploma or the equivalent is required

Preferred Qualifications

- Previous Customer Service Experience
- Proficient with Microsoft products
- Previous experience using an CRM and/or ticketing system
- Familiarity with home networking and wireless equipment
- Familiarity with IPTV and streaming services
- Familiarity with Telephony and VoIP
- Multilingual

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 25 pounds. While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to sit, stand and walk. Employee will be required to work with a computer and look at computer screens.